



Kentucky Personnel Cabinet
501 High Street
Frankfort, KY



IC Memorandum 12-37

TO: Billing Liaisons

FROM: Kentucky Employees' Health Plan (KEHP) and Kentucky Group Life Insurance (KGLI)

SUBJECT: ACH Payments

DATE: September 21, 2012

Over the weekend, the billing system will receive an upgrade to the ACH payment feature. The upgrade will occur on Sunday and we want you to be aware of a few things prior to:

1. When the upgrade occurs, the system will be unavailable for at least four hours Sunday afternoon, into early evening.
2. Before you leave today, please export a copy of your bill from Web Billing. Save to excel on your computer. This is your backup in case the upgrade causes the system to be unavailable longer than expected.
3. Please do not make any ACH payments on Sunday. Either pay them today 9/21, Saturday 9/22 or hold and pay on Monday 9/24.
4. When you log in Monday to make payments, everything will look the same with the following exceptions:
 - a. When you pay the bill, the screen will say "ACH Payment" instead of ePAY Payment.

List of Open Bills *ALLEN COUNTY BD OF ED / 570 OLIVER ST / SCOTTSVILLE KY 42164*

1. Select all bills that you would like to pay: Find Bills

Bill Description	Due	Billed Amount	Open	Payment Amount	Action
<input checked="" type="checkbox"/> Health Premiums	Oct 1, 2012	USD 353,383.48	USD 353,383.48	352,600.62	
<input type="checkbox"/> Health Premiums	Sep 30, 2012	USD 15.20	USD 15.20		
<input type="checkbox"/> Health Premiums	Sep 30, 2011	USD 45,801.48	USD 45,801.48		
<input type="checkbox"/> Life Premiums	Sep 30, 2011	USD 1,498.12	USD 1,498.12		
<input type="checkbox"/> Life Premiums	Aug 31, 2011	USD 1,495.10	USD 1,495.10		
<input type="checkbox"/> Health Premiums	Aug 31, 2011	USD 45,623.32	USD 45,623.32		

Select All Deselect All Download Selected Entries

Grand Total USD 447,816.70 USD 352,600.62

Credits displayed can be refunded via submission of the [refund request form](#). Credits (USD 95,296.64)

Total Net Payment Amount USD 352,520.06 USD 352,600.62

2. Select the payment method you want to use. You are paying with

☐ Check/Wire ☒ ACH Payment Allen Co BOE Test

Enter Your ACH Payment Date:

ACH Payment Date 10/01/2012

- b. The payment button on the final payment screen will say “Pay by ACH” instead of ePAY.

List of Bills Selected for Payment ALLEN COUNTY BD OF ED / 570 OLIVER ST / SCOTTSVILLE KY 42164

You want to pay the bills listed with bank details: Allen Co BOE Test
Your ACH Payment Date will be 10/01/2012.

If you want to remove the bills from the list of open bills, click on **Pay by ACH**.

Bill Description	Due On	Billed Amount	Open	Payment Amount
Health Premiums	Oct 1, 2012	USD 353,383.48	USD 353,383.48	USD 352,600.62
		Bill Total	USD 353,383.48	USD 352,600.62
			Credits	USD 0.00
		Total Net Payment Amount		USD 352,600.62

Enter the reason for your partial payment:

- c. On the payment tab, where it lists payments, there are a number of new columns. The column to take note of is “ACH Transaction Number. When you call us about a recent ACH payment, give us that number and we can find the payment quickly.

List of Payments LYON COUNTY FISCAL COURT / PO Box 882 / EDDYVILLE KY 42038

To display the list of payments, select the appropriate search criteria:

Status: In Process Period: Last 12 Months

Payment Description	Used On	Payment Amount	Payment Method	Action	Invoice	Transaction Number	ACH Transaction Number
Payment Made: Test PAYROLL FUND CHECKING	Sep 20, 2012	USD 37,500.56	Payment Made: Test PAYROLL FUND CHECKING			1369826025	2196331
Payment Made: Test PAYROLL FUND CHECKING	Sep 20, 2012	USD 137.50	Payment Made: Test PAYROLL FUND CHECKING			1369827116	2196366
Payment Made: Test PAYROLL FUND CHECKING	Sep 20, 2012	USD 972.96	Payment Made: Test PAYROLL FUND CHECKING			1369827235	2196369
Payment Made: Test PAYROLL FUND CHECKING	Jul 25, 2012	USD 18,612.78	Payment Made: Test PAYROLL FUND CHECKING			1364909800	
Payment Notified: Payment Notified by Check	Apr 12, 2012	USD 137.50	Payment Notified: Payment Notified by Check		XX041212LV7353		

5. The ACH upgrade will display messages at top of the payment screen for a variety of problems that may occur with the payment. One example (see below) is if the bank number provided was not valid, a “provider declined” message will appear. The ACH information still appears, but the red font error message below it lets you know the payment was declined after we tried to send the information to the bank.

Your ACH Confirmation Number: 2184409
Your ACH Payment Date is: 09/28/2012
System Error: Your payment was cancelled due to ProviderDeclined. Please try and submit later.
The system has saved your stop payment under transaction number: 1368983085

Please call your contact within the Financial Management Branch at 502-564-9097 or the Group Life Insurance Branch at 502-564-4774 if you have questions or concerns.

Thank you,

*Dept. of Employee Insurance
 KY Group Life Insurance Branch*